

# StationPark All Suite Hotel

242 Pall Mall Street  
London, Ontario

[www.stationparkinn.ca](http://www.stationparkinn.ca)

StationPark  
ALL SUITE HOTEL



## Our Side of The Story

"Treat others as you would want to be treated" is the philosophy at StationPark All Suite Hotel. Accordingly, accessible customer service and corporate stewardship go hand in hand at this independent hotel.

Located in London Ontario on dynamic Richmond Row, StationPark All Suite Hotel is proud to support local organizations such as St Joseph's Health Centre and London Health Sciences. For the past 8 years this hotel has offered a special occupancy rate to outpatients receiving treatment, and has not increased the rate since the inception of the program. In addition, with every room that is booked for an outpatient, a donation goes to a local hospital. Last year StationPark donated \$8,000-10,000 to health centres in the area. This is not only good customer service and corporate stewardship, but a good marketing tool.

In its 21<sup>st</sup> year the hotel has added two

accessible suites and received numerous comments from outpatients that the customer service and attention to detail is "unbelievable." This includes everything from arranging



accessible transportation, providing a wheelchair when necessary, to liaising with family members if required during the patient's stay.

StationPark also works closely with their vendors to ensure they are aware of the most recent technology. While recognizing that suppliers are there to sell, they often consult with their vendors to provide up to date information and advice on accessible resources that might be used to upgrade the property and make a guest's stay more comfortable.

At StationPark All Suite Hotel, accessible customer service is considered a key element of their successful business, and making everyone feel important, valued, and special is paramount.

## Our Quick Tips

- Use Your Vendors
- Market Your Accessibility



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